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**Subject: KWIC Emergency Situation Plan and Reporting**

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Effective Date: October 1, 2004

Revised from: KWIC Disaster Plan

**Policy:** Local Agencies must follow emergency procedures in the event of an emergency situation. Incorporate procedures to continue WIC benefits into the local Office Emergency and Business Recovery Plan. An Emergency is defined as any situation that threatens the continuity of Local Agency operations or the safety of its personnel. Emergencies include disasters and states of emergency as declared by the Governor.

**Procedure:**

1. The Local Agency must follow procedures outlined in the Clinic Emergency and Business Recovery Plan when reporting an emergency situation to the State WIC Office.
  - a. The Coordinator (or designee) contacts the State WIC Office on the Local Agency(ies) operational status by reporting the following information:
    - if assistance is needed,
    - the number of WIC staff and clients affected by the disaster,
    - the extent of damage to service delivery,
    - if Program records/equipment have been damaged or destroyed,
    - the number of WIC vendors closed and if retail purchase is still possible,
    - the estimated number of newly eligible applicants as a result of the disaster,
    - the estimated length of service disruption,
    - if electricity and/or water service has been disrupted, and
    - the safety of the water supply.
  - b. The Coordinator and the State WIC Office will jointly determine whether or not WIC services will continue, be interrupted, or be altered.
  - c. A written report should document the declared emergency and the subsequent resolution including enough detail to justify the reason for each major action taken.
2. Protect all Program records, supplies and equipment from possible damage or destruction.

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- Manually replicate the client data on the computer system by selecting the Replicate Icon on the server (distributed sites only, does not apply to Central Application or Mobile). This is necessary only if KWIC has been used in the last 15 minutes.
  - Secure check stock, printed checks and check stubs.
  - Secure and/or move computer/medical equipment, supplies and participant records.
3. Follow policy and procedure requirements related to:
- manual back up form,
  - financial eligibility,
  - certification and nutrition education,
  - prescribing the appropriate food package, and
  - check preparation and issuance.
4. Deliver full benefits to clients under emergency situations by following procedures to ensure provision of services.
- Maintain a list of names, addresses, telephone numbers and contact persons for emergency centers in order to coordinate services.
  - Coordinate services with emergency centers by providing staff for certification and/or check issuance.
  - Establish alternative certification and/or check issuance sites.
  - Use mobile equipment to provide certification and/or check issuance.
  - Inform clients on how to access WIC benefits.
  - Inform potential applicants of WIC Program benefits and availability.
  - Provide information on food preparation and safety concerns.
  - Mail WIC Transfer Cards to clients who relocate out of state when access is restored.
  - Mail WIC checks to eligible clients when access is restored.

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- Develop or update an alternative emergency food services list.
  - Refer clients to alternative emergency food services.
5. Follow evacuation procedures in the event the Local Agency must evacuate the location.
- If time allows, manually replicate the client data on the computer system by selecting the Replicate Icon on the server (distributed sites only, does not apply to Central Application or Mobile). This action is necessary only if KWIC has been used in the last 15 minutes.
  - If time allows, secure computer and/or medical equipment, supplies, formula samples, all checks and Program records and protect from damage to the extent possible.
  - Notify the State WIC Office that the clinic site is closing.
  - Provide the name, address and telephone number of the local contact who can provide updates to the State Office.
6. Train Local Agency staff on the emergency procedures and any updates.